



Family and Children's
Services Niagara

Les Services à la famille
et à l'enfance de Niagara

For more than a century, Family and Children's Services Niagara, the local Children's Aid Society, has provided vital child welfare, family/community support, counselling, foster care and adoption services to residents in the Niagara Region.

Service Director

Reporting to the Director of Child Welfare Services, the Service Director is responsible for ensuring the provision of mandated services to children and families within the assigned service area in accordance with the prescribed guidelines and regulations of the Child, Youth and Family Services Act. The Service Director oversees the day-to-day operations of all activities of the assigned service area. The Service Director will provide leadership to service staff through the management of team supervisors.

Family and Children's Services Niagara welcomes candidates from racialized groups, First Nation Inuit or Métis persons, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression. Accommodations are available for candidates with disabilities throughout the recruitment process in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA).

Key Duties:

Service and Program Planning

- Participates in the development of the FACS service plan
- Has input into the agency's strategic plan, as members of the management team
- Plans for programs that will effectively and efficiently deliver the services outlined in the service plan
- Monitors service levels and statistical data reports to adjust service planning as required

Service Program Development, Implementation and Monitoring

- Implements the Service Plan ensuring the effective and efficient delivery of programs to children and families
- Assists in the development of all necessary service models of care, policies, programs, and procedures that are in accordance with relevant legislation, the service plan, and best practices
- Participates in the development of quality assurance measures for service provision
- Implements recommendations and action plans emanating from internal and external reviews, MCFCS audits and provides periodic reporting on progress
- Identifies improvements to programs through program review, evaluation, research, feedback on outcome measures and related sources
- Ensures compliance with existing and new requirements and standards of the CYFSA and ministry regulations
- Responds to client complaints and documents steps taken and conducts or assists in reviews as required and ensures follow-up on recommendations adopted by the agency
- Ensures the accuracy and timeliness of client data provided to the agency's information system through direct service teams
- Ensures appropriate distribution of tasks and workload to Supervisors to ensure the agency's mandate and needs of the clients are being served and in turn, monitors Supervisor's distribution of tasks and workload to their team
- Oversees and supervises the Child Welfare Supervisors in the supervision of the service staff to ensure the legislation, regulations and policies of the Ministry and the agency are adhered to
- Assists with the development/negotiation and updating of service protocols and agreements with all major organizations involved with the agency
- Ensures staff are provided with opportunities to acquire skills necessary to keep ahead of changes in procedures and technology
- Participates in program reviews, case audits and related activities to improve service quality and compliance with standards
- Conducts case or files reviews of high profile, high risk or contentious cases as assigned

- Participates in supervision with the Director of Child Welfare Services; keeps the Director of Child Welfare Services informed as to the current situation, participates with the Director of Child Welfare Services in problem solving and resource exploration; alerts the Director of Child Welfare Services to extraordinary case situations, client grievances and serious occurrences and assists in the management and resolution of such matters
- Contributes to the resolution of issues associated with management of client information such as records and files

Supervision/Leadership

- Manages recruitment, performance evaluation, coaching, discipline, and termination where necessary ensuring accordance to Human Resources policy and within the context of the collective agreement
- Oversees staff orientation, learning and development plans and ensures accordance to FACS policy, procedure, and guidelines
- Manages the effective and efficient distribution and utilization of service area staff members based on the established productivity levels, program goals and guidelines that ensure continuity in the provision of necessary services and sufficient staff coverage
- Provides leadership to all service area members and manages in a manner that motivates, guides and directs employees in FACS values, objectives and performance expectations; maintains a work environment that expects fairness, consistency, respect and approachability while promoting staff participation, teamwork and positive employee relations
- Leads regular service area meetings to set goals and monitor service area performance and engages the team in successful accomplishment of goals
- Holds people accountable to standards of performance including conducting annual performance appraisals that support staff in establishing and attaining performance goals
- Manages attendance according to policy
- Exemplifies and inspires behaviours, actions and attitudes that are consistent with FACS vision, mission, and values
- Provides advice on service, team or program issues and challenges to both senior management and/or FACS employees
- At the request of the Director of Child Welfare Services, may serve as Acting Director of Child Welfare Services during the Director's planned absence

Other Related Activities

- Identifies budget requirements and manages department budget in accordance with identified needs, departmental priorities and strategic directions and priorities of FACS
- Ensures own and program/staff expenditures adhere to FACS policies
- Strives to exceed all accountabilities and achieve continuous quality improvement and excellence in all activities and outcomes
- Participates in mandatory learning/education to maintain and update skills and knowledge as required
- Performs other duties as required

Qualifications:

- MSW required
- Minimum 5 years experience in child welfare
- Minimum 2 years experience in a supervisory role
- Demonstrated outstanding competence as a front-line Child Protection Worker
- Excellent knowledge of CAS programs and services
- Excellent knowledge of legislation governing child welfare including CYFS Act and its regulations, Ministry standards, Children's Law Reform Act, Foster Care standards and investigation protocols
- Excellent knowledge and experience in the application of casework theory and best practice and the ability to transmit this through training, coaching and mentoring
- Valid G Driver's License and access to a reliable motor vehicle with appropriate liability insurance is required

*Please apply with your cover letter and resume by **October 16, 2021** to:
E-mail: **humanresources@facsniaagara.on.ca***

Please include your salary expectations.

*We thank all applicants however only those considered for an interview will be contacted.
Preference will be given to candidates who are bilingual in French and English.*

Family and Children's Services Niagara is an equal opportunity employer committed to inclusive barrier free recruitment and selection processes and work environments. We will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise the Human Resources Department to ensure your accessibility needs are accommodated through this process.